

SECTION J – LIST OF DOCUMENTS, EXHIBITS AND OTHER ATTACHMENTS

ATTACHMENT J-8.C.3.4.4 Performance Level Standard

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Descriptors	Performance Standard
Unavailability of telephone service within 30-day period	One to two times
Unavailability of applications or databases within 30-day period	One to two times
Unavailability of internet or external applications 30-day period	Three to four times
Time to resolve non-emergency telephone radio system problems	30 minutes to 6 hours
Time to resolve IT system problems	1 day to 3 days
Time to respond to helpdesk tickets	30 minutes to 24 hours
Time to resolve helpdesk tickets	2 days to 5 days
Validated customer complaints	No More than 15 per month

Rather focus on network:

For Other Than Maintenance-

Servers down in 6 months, once.

Network down any bldg 6 months, 1

Maintenance Outages during 07-17-

Servers down in 6 months: <1 hr cum

Network down any bldg 6 m: <1 hr cum